

**199—21.20(476) Incident reports regarding storm water drainage service.**

**21.20(1) Notification.** A utility shall notify the board about any incident involving:

- a. A non-storm water discharge from the storm water drainage system;
- b. A flood event affecting the storm water drainage system;
- c. A cyberattack affecting the well-being of the utility, its customers, or the environment; or
- d. Any event that causes serious adverse impact on the health of people or the environment or interrupts service to the customer.

**21.20(2) Information required.** The utility shall notify the board immediately, or as soon as practical, of any reportable incident by emailing the duty officer at [dutyofficer@iub.iowa.gov](mailto:dutyofficer@iub.iowa.gov) or, when email is not available, by calling the board duty officer at (515)745-2332. The person sending the email shall leave the telephone number of a person who can provide the following information:

- a. The name of the utility, the name and telephone number of the person making the report, and the name and telephone number of a contact person knowledgeable about the incident.
- b. The location of the incident.
- c. The time of the incident.
- d. The number of deaths or personal injuries and the extent of those injuries, if any.
- e. The number of services interrupted.
- f. A summary of the significant information available to the utility regarding the likely cause of the incident and the estimated extent of damage.

**21.20(3) Normal service restored.** The utility shall notify the board when the incident has ended and normal storm water drainage service has been restored.

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